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1	<b>COMPUTER SKILLS COURSES</b>					
2	<b>TITLE</b>	<b>COURSE ID</b>	<b>DESCRIPTION</b>	<b>LENGTH (hours)</b>	<b>SERIES</b>	
3	Access 2000 MOS: 1 Creating Databases	a2km01	This course shows users how to plan and create a database in Access 2000.	3	Access 2000 MOS Series	
4	Access 2000 MOS: 2 Building Tables	a2km02	This course shows users how to create and populate database tables in Access 2000.	2	Access 2000 MOS Series	
5	Access 2000 MOS: 3 Modifying Tables	a2km03	This course shows users how to edit table data, table structure, and field properties in Access 2000.	3	Access 2000 MOS Series	
6	Access 2000 MOS: 4 Sorting and Filtering	a2km04	This course shows users how to find, filter, and sort records in Access 2000.	3	Access 2000 MOS Series	
7	Access 2000 MOS: 5 Relationships & Queries	a2km05	This course shows users how to establish table relationships, perform join operations, and define and execute queries in Access 2000.	4	Access 2000 MOS Series	
8	Access 2000 MOS: 6 Building Forms	a2km06	This course shows users how to create forms in Access 2000 to change the appearance of reports and to add bound and unbound controls to reports.	2	Access 2000 MOS Series	
9	Access 2000 MOS: 7 Producing Reports	a2km07	This course shows users how to create reports with the Report wizard arrange and organize reports and add bound and unbound controls to the report.	3	Access 2000 MOS Series	
10	Access 2000 MOS: 8 Advanced Tasks	a2km08	This course shows users how to import data into Access databases create Web hypertext pages based on Access objects incorporate hyperlinks into Access objects and perform administrative tasks such as backing up the database.	2	Access 2000 MOS Series	
11	Access 2002: 1 Creating Databases	axpm01	This course shows users how to plan and create a database in Access 2002.	3	Access 2002 Series	
12	Access 2002: 2 Building Tables	axpm02	This course shows users how to create and populate database tables in Access 2002.	2	Access 2002 Series	
13	Access 2002: 3 Modifying Tables	axpm03	This course shows users how to edit table data, table structure, and field properties in Access 2002.	3	Access 2002 Series	
14	Access 2002: 4 Sorting and Filtering	axpm04	This course shows users how to find, filter, and sort records in Access 2002.	3	Access 2002 Series	
15	Access 2002: 5 Relationships & Queries	axpm05	This course shows users how to establish table relationships, perform join operations, and define and execute queries in Access 2002.	4	Access 2002 Series	

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16	Access 2002: 6 Building Forms	axpm06	This course shows users how to create forms in Access 2002, to change the appearance of reports, and to add bound and unbound controls to reports.	2	Access 2002 Series	
17	Access 2002: 7 Producing Reports	axpm07	This course shows users how to create reports with the Report Wizard, arrange and organize reports, and add bound and unbound controls to the report in Access 2002.	3	Access 2002 Series	
18	Access 2002: 8 Advanced Tasks	axpm08	This course shows users how to import data into Access databases, create Web hypertext pages based on Access objects, incorporate hyperlinks into Access objects, and perform administrative tasks such as backing up the database in Access 2002.	2	Access 2002 Series	
19	Access 2003: 1 Introduction to Access	macc01	This course provides an overview of the Access 2003 Interface, toolbars and menus. It also covers how to open, close, save, backup, and request help.	2	Access 2003 Series	
20	Access 2003: 2 Designing and Building Tables	macc02	This course shows learners how to use Access 2003 to design and build tables and an index. It also covers working with fields, primary keys, and records.	3	Access 2003 Series	
21	Access 2003: 3 Enhanced Tables and Datasheets	macc03	This course shows learners how to use Access 2003 to format tables and use masks and validations. It also covers working with columns and rows, changing fonts, using table fields and field names.	3	Access 2003 Series	
22	Access 2003: 4 Searches and Queries	macc04	This course shows learners how to use Access 2003 to build simple, select and multiple-table queries using wizards or by hand. It also covers filtering records.	3	Access 2003 Series	
23	Access 2003: 5 Advanced Queries and Calculations	macc05	This course shows learners how to use Access 2003 to construct calculations and use Boolean operators (AND/OR) to build advanced queries. It also covers how to use the Total Row and Expression Builder, and to modify data.	3	Access 2003 Series	
24	Access 2003: 6 Access Report System	macc06	This course shows learners how to use Access 2003 to view, organize, and customize reports. It also covers the use of AutoReport, and the Label, Chart, and Report wizards.	5	Access 2003 Series	
25	Access 2003: 7 The Internet, Forms, and the Analyzer	macc07	This course shows learners how to use Access 2003 to build hyperlinks and publish data to the Web. It also covers building forms, importing and exporting data, and using database analysis tools.	3	Access 2003 Series	
26	Crystal Reports 8: 1 Getting Started	crys01	This course shows users how to create and save a standard report in Crystal Reports 8.	4	Crystal Reports 8 Series	

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27	Crystal Reports 8: 2 Designing a Report	crys02	This course shows users how to create a custom report in Crystal Reports 8 and customize it by inserting special fields and changing object properties.	4	Crystal Reports 8 Series	
28	Crystal Reports 8: 3 Selecting Records	crys03	This course shows the user how to filter data in Crystal Reports 8 using compound filters, date searches and wildcards.	3	Crystal Reports 8 Series	
29	Crystal Reports 8: 4 Sorting and Grouping Data	crys04	This course shows users how to sort and group data in Crystal Reports 8.	4	Crystal Reports 8 Series	
30	Crystal Reports 8: 5 Creating Summary Totals, Reports, and Graphs	crys05	This course shows users how to summarize data using totals, reports, and graphs in Crystal Reports 8.	4	Crystal Reports 8 Series	
31	Crystal Reports 8: 6 Formulas and Functions	crys06	This course shows users how to insert and use formulas and functions in Crystal Reports 8.	4	Crystal Reports 8 Series	
32	Crystal Reports 8: 7 Printing and Exporting Reports	crys07	This course shows users how to print reports from Crystal Reports 8 and how to export report data to Microsoft Excel and Word formats.	2	Crystal Reports 8 Series	
33	Crystal Reports 8: 8 Linking Tables	crys08	This course shows users how to use Crystal Reports 8 to link data tables together and create mailing labels.	3	Crystal Reports 8 Series	
34	Excel 2000 MOS Expert: 1 Importing and Exporting Data	e2ke01	This course shows users how to import data from Excel to other applications, query a database application to extract data, and export data from other applications into Excel.	4	Excel 2000 MOS Expert Series	
35	Excel 2000 MOS Expert: 2 Working with Templates, Links, and Report Manager	e2ke02	This course shows users how to create, apply, and edit templates; use a workspace; link workbooks; preview and print worksheets; and use the Report Manager.	2	Excel 2000 MOS Expert Series	
36	Excel 2000 MOS Expert: 3 Formatting, Sorting, and Filtering Data	e2ke03	This course shows users how to format numeric data, create custom and conditional formats, sort and group data, use data forms for data entry and retrieval, and use filters to extract data.	3	Excel 2000 MOS Expert Series	
37	Excel 2000 MOS Expert: 4 Naming Ranges, Working with Macros, and Customizing Toolbars	e2ke04	This course shows users how to add and delete a named range and use a named range in a formula; use the HLOOKUP and VLOOKUP functions; record, run, and edit a macro, assign a macro to a toolbar button; and hide, display, and customize toolbars.	5	Excel 2000 MOS Expert Series	
38	Excel 2000 MOS Expert: 5 Validating and Auditing Data	e2ke05	This course shows users how validate data, trace and fix errors, trace precedents for a formula, and trace dependents for a specific cell.	2	Excel 2000 MOS Expert Series	
39	Excel 2000 MOS Expert: 6 Analyzing Data and Using PivotTables	e2ke06	This course shows how to use data analysis tools such as Goal Seek, Solver, and Scenarios, and PivotTables and PivotCharts.	3	Excel 2000 MOS Expert Series	
40	Excel 2000 MOS Expert: 7 Sharing Work and Adding Security	e2ke07	This course shows users how to add comments to cells, change workbook properties, apply and remove worksheet and workbook protection and file passwords, track changes, create a shared workbook, and merge workbooks.	3	Excel 2000 MOS Expert Series	

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41	Excel 2000 MOS: 1 Working with Cells	e2km01	This course shows how to enter and edit data in Excel 2000 worksheet cells and how to create hyperlinks.	4	Excel 2000 MOS Series	
42	Excel 2000 MOS: 2 Working with Files	e2km02	This course shows how to locate, open, and save files in Excel 2000.	3	Excel 2000 MOS Series	
43	Excel 2000 MOS: 3 Formatting Worksheets	e2km03	This course shows how to format and adjust cells, adjust rows and columns, and apply formatting and styles in an Excel 2000 worksheet.	4	Excel 2000 MOS Series	
44	Excel 2000 MOS: 4 Page Setup and Printing	e2km04	This course shows how to preview and print worksheets and workbooks; add headers, footers, and titles, and adjust page settings in Excel 2000 worksheets.	2	Excel 2000 MOS Series	
45	Excel 2000 MOS: 5 Worksheets & Workbooks	e2km05	This course shows how to work with worksheet rows and columns, manage worksheets, and consolidate data in Excel 2000 worksheets.	3	Excel 2000 MOS Series	
46	Excel 2000 MOS: 6 Formulas and Functions	e2km06	This course shows how to work with formulas and functions in Excel 2000 worksheets.	3	Excel 2000 MOS Series	
47	Excel 2000 MOS: 7 Charts and Objects	e2km07	This course shows how to create, modify, and print charts; insert, move and delete pictures, and draw lines and shapes in Excel 2000 worksheets.	2	Excel 2000 MOS Series	
48	Excel 2002: 1 Working with Cells	expm01	This course shows users how to enter and edit data in Excel 2002 worksheet cells and create hyperlinks.	4	Excel 2002 Series	
49	Excel 2002: 2 Working with Files	expm02	This course shows users how to locate, open, and save files in Excel 2002.	3	Excel 2002 Series	
50	Excel 2002: 3 Formatting Worksheets	expm03	This course shows users how to format and adjust cells, adjust rows and columns, and apply formatting and styles in an Excel 2002 worksheet.	4	Excel 2002 Series	
51	Excel 2002: 4 Page Setup and Printing	expm04	This course shows users how to preview and print worksheets and workbooks, add headers, footers, and titles, and adjust page settings in Excel 2002 worksheets.	2	Excel 2002 Series	
52	Excel 2002: 5 Worksheets and Workbooks	expm05	This course shows users how to work with worksheet rows and columns, move between worksheets in a workbook, consolidate data, change the zoom setting, and check spelling in Excel 2002 worksheets.	4	Excel 2002 Series	
53	Excel 2002: 6 Formulas and Functions	expm06	This course shows users how to work with formulas and functions in Excel 2002 worksheets.	3	Excel 2002 Series	
54	Excel 2002: 7 Charts and Objects	expm07	This course shows users how to create, modify, and print charts, insert, move and delete pictures, and draw lines and shapes in Excel 2002 worksheets.	2	Excel 2002 Series	

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55	Excel 2003: 1 Getting Started	excl01	This course provides an overview of the use of the Excel 2003 interface and new product features.	3	Excel 2003 Series	
56	Excel 2003: 2 Creating a Spreadsheet	excl02	This course shows you how to input data to an Excel spreadsheet.	4	Excel 2003 Series	
57	Excel 2003: 3 Formatting Data	excl03	This course provides information about formatting the cells and tables of your Excel worksheets.	3	Excel 2003 Series	
58	Excel 2003: 4 Editing and Printing Worksheets	excl04	This course provides the user with information on editing and printing worksheets in Excel 2003.	5	Excel 2003 Series	
59	Excel 2003: 5 Managing Worksheets	excl05	This course shows users how to view and manage information in a worksheet.	4	Excel 2003 Series	
60	Excel 2003: 6 Charts and Databases	excl06	This course teaches the user how to add charts and graphics to worksheets, and how to create and manage databases using Excel 2003.	4	Excel 2003 Series	
61	Excel 2003: 7 Hypertext and Tips	excl07	This course provides information about the Web functions available in Excel.	3	Excel 2003 Series	
62	GroupWise 5.5: 1 Getting Started with GroupWise	grou01	This course teaches users the different parts of the GroupWise Mailbox how to find help and how to recognize the different GroupWise message types.	2	GroupWise 5.5 Series	
63	GroupWise 5.5: 2 Creating and Sending Messages	grou02	This course teaches users how to create and address e-mail messages how to work with attachments and how to reply to and forward messages.	3	GroupWise 5.5 Series	
64	GroupWise 5.5: 3 Organizing Your Mailbox	grou03	This course teaches the user how to efficiently dispose of, store, and track message items in GroupWise.	2	GroupWise 5.5 Series	
65	GroupWise 5.5: 4 Calendar, Task, and Phone Features	grou04	This course teaches the user how to use the scheduling, task, and note features to better organize and keep track of appointments and assignments.	3	GroupWise 5.5 Series	
66	GroupWise 5.5: 5 Managing Documents and Folders	grou05	This course teaches the user how to create and use GroupWise library documents, shared folders, and discussions. This course also teaches how to create rules for organizing messages.	3	GroupWise 5.5 Series	
67	GroupWise 5.5: 6 Advanced GroupWise Features	grou06	This course addresses such issues as remote access, accessing another user's Mailbox, and customizing default GroupWise settings.	3	GroupWise 5.5 Series	
68	Internet : A Beginner's Guide	in1	This course explains what you need to access the Internet and what you can do using the Internet.	3	Internet/Internet Explorer Series	
69	Internet Explorer 3.0: A Beginner's Guide	ie1	This course explains how to set up and use Internet Explorer to browse the World Wide Web.	4	Internet/Internet Explorer Series	
70	Internet Explorer 4.0: A Beginner's Guide	i41	This course explains how to set up and use Microsoft Internet Explorer 4.0 to browse the World Wide Web.	5	Internet/Internet Explorer Series	

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71	Internet Explorer 5: 1 Browsing the Web	ie5b01	This course explains how to set up and use Microsoft Internet Explorer 5 to browse the World Wide Web.	3	Internet/Internet Explorer Series	
72	Internet Explorer 5: 2 Using Files & Mail	ie5b02	This course explains how to use Microsoft Internet Explorer 5 to get materials from the World Wide Web and send e-mail.	3	Internet/Internet Explorer Series	
73	Internet Explorer 6: 1 Browsing the Web	ie6i01	This course explains how to set up and use Microsoft Internet Explorer 6 to browse the World Wide Web.	3	Internet Explorer 6.0 Series	
74	Internet Explorer 6: 2 Using Files and Mail	ie6i02	This course explains how to use Microsoft Internet Explorer 6 to retrieve materials from the World Wide Web and send e-mail.	3	Internet Explorer 6.0 Series	
75	Internet Tools: Internet Explorer	te1	This course shows Internet users how to increase the power and efficiency of their Web search strategies. It includes information on using various well-known Web search tools, downloading and saving files found on the Web, and managing plug-ins and cookies.	5	Internet/Internet Explorer Series	
76	Introduction to PCs: 1 Introducing the PC	pcs401	This course introduces users to basic computer concepts and instructs users on how to start the PC.	4	Introduction to PCs Series	
77	Introduction to PCs: 2 Using Your PC	pcs402	This course teaches users how to navigate within the Windows operating system and use the drives in a PC.	4	Introduction to PCs Series	
78	Introduction to PCs: 3 Working with Folders and Files	pcs403	This course introduces users to the concepts of folders and files and explains how they are used within the Windows operating system.	4	Introduction to PCs Series	
79	Introduction to PCs: 4 Inside Your PC	pcs404	This course explains the components within a PC and how they are used.	4	Introduction to PCs Series	
80	Introduction to PCs: 5 Basic Peripherals	pcs405	This course describes the function and uses of typical peripherals that are used with PCs.	4	Introduction to PCs Series	
81	Introduction to PCs: 6 Other Peripherals	pcs406	This course and uses of other peripherals available for a PC including modems, sound cards, scanners, digital cameras, and external disk drives and explains how to install these peripherals.	3	Introduction to PCs Series	
82	Introduction to PCs: 7 Understanding Software	pcs407	This course introduces users to typical software available for PCs and how to install and update the software.	2	Introduction to PCs Series	
83	Introduction to PCs: 8 Introducing the Internet	pcs408	This course introduces users to the Internet and explains how to use a Web browser and e-mail.	3	Introduction to PCs Series	
84	Introduction to PCs: 9 Internet and E-mail Tips	pcs409	This course provides users with detailed information on how to best use the Internet, Web browsers, and e-mail.	4	Introduction to PCs Series	
85	Introduction to PCs:10 Troubleshooting and Tips	pcs410	This course provides users with information on how to protect data on their computer and overcome potential problems in addition to offering tips on how to maximize the efficiency of their PC.	3	Introduction to PCs Series	

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86	Lotus Notes 6.5: 1 Mail	ltnt01	This course teaches the learner how to use the mail features in Lotus Notes. The learner will be shown how to move around in Notes, and how to change and lock passwords. The course also teaches the learner how to open and close the mailbox and read, send, reply to, and forward e-mail messages. The course also covers the organizational features of Notes, including sorting messages, deleting messages, using folders, and printing mail. Finally, the learner will be shown how to choose letterhead, create stationery, use bookmarks, and create an Out of Office Message.	4	Lotus Notes 6.5 Series	
87	Lotus Notes 6.5: 2 Calendar, To Do Lists and Address Books	ltnt02	This course teaches learners how to use the Calendar, To Do, and Addressing features of Lotus Notes 6.5. Learners will be shown how to select, open, schedule, and edit a variety of Calendar entries. The course also covers how to work with personal To Do lists. Finally, the course will teach the learner about Address Books in Lotus Notes and how to create contacts and Group Calendars.	4	Lotus Notes 6.5 Series	
88	Lotus Notes 6.5: 3 Databases	ltnt03	This course provides an overview of Lotus Notes databases. It shows the learner how to open databases and use views. The learner will also be taught how to access the About and Using this Database documents. Finally, the learner will be introduced to the indexing and search features of Lotus Notes.	3	Lotus Notes 6.5 Series	
89	Lotus Notes 6.5: 4 Managing and Enhancing Documents	ltnt04	This course shows learners how to how to refresh views, edit documents, and view unread documents in Lotus Notes. The course teaches learners how to find and replace text in a document and in a database. The learner will also be shown how to select, move, and copy text; how to format text and paragraphs; how to set page breaks; and how to use the permanent pen. Finally, the course will teach the learner how to create document, database, and view links, as well as how to create, manage, detach, and launch file attachments.	4	Lotus Notes 6.5 Series	
90	Lotus Notes 6.5: 5 Advanced Notes Features	ltnt05	This course shows learners how to how to set a variety of preferences, including mail, calendar, access, delegation, user, and toolbar options. It also explains how to set browser preferences and use Notes to browse the Web. Finally, the course teaches the learner about replication, how to create a new Mail replica, and how to work with Notes when out of the office.	5	Lotus Notes 6.5 Series	
91	Lotus Notes R5: 1 Getting Around in Notes	no1	This course introduces users to running Lotus Notes, logging in, and getting around the Notes windows.	4	Lotus Notes R5 Series	

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92	Lotus Notes R5: 2 Reading and Sending Mail	no2	This course explains how to exchange electronic mail memos in Lotus Notes.	3	Lotus Notes R5 Series	
93	Lotus Notes R5: 3 Managing Mail	no3	This course shows how to use Lotus Notes to manage waiting messages and sort incoming messages.	4	Lotus Notes R5 Series	
94	Lotus Notes R5: 4 Using the Calendar	no4	This course shows how to manage the Lotus Notes calendar for Appointments, Reminders, and other events. Users also learn how to create and manage a list of To Do items and assign To Do tasks to co-workers.	3	Lotus Notes R5 Series	
95	Lotus Notes R5: 5 Meetings & Address Books	no5	This course shows how to manage meetings and use the address book in Lotus Notes.	3	Lotus Notes R5 Series	
96	Lotus Notes R5: 6 Browsing the Web	no6	This course provides an introduction to using Lotus Notes to surf the World Wide Web.	4	Lotus Notes R5 Series	
97	Lotus Notes R5: 7 Editing Documents	no7	This course explains how to edit, format, and manage text in Notes documents.	4	Lotus Notes R5 Series	
98	Lotus Notes R5: 8 Using Document Tables	no8	This course shows how to create and enter data in tables within Notes documents.	4	Lotus Notes R5 Series	
99	Lotus Notes R5: 9 File Attachments & Links	no9	This course explains how to link or attach files to Notes documents.	3	Lotus Notes R5 Series	
100	Lotus Notes R5:10 Finding and Viewing Data	n10	This course shows how to search databases and how to create and manage folders, views, and agents.	4	Lotus Notes R5 Series	
101	Lotus Notes R5:11 Replication	n11	This course explains how to manage database replication in Notes.	3	Lotus Notes R5 Series	
102	Lotus Notes R5:12 Using Notes Remotely	n12	This course shows how to use Lotus Notes from a location away from a direct connection to the Notes servers.	4	Lotus Notes R5 Series	
103	Office 2000:1 Getting Started	o21	This course introduces users to the Microsoft Office 2000 environment and how to open and close applications and files.	4	Office 2000 Series	
104	Office 2000:2 Editing Text and Printing	o22	This course introduces users to editing text and printing files in Microsoft Office 2000 applications.	4	Office 2000 Series	
105	Office 2000:3 Text and Document Formats	o23	This course introduces users to formatting files in Microsoft Office 2000 applications.	3	Office 2000 Series	
106	Office 2000:4 Introduction to Word	o24	This course introduces users to creating files in Microsoft Word.	3	Office 2000 Series	
107	Office 2000:5 Introduction to Excel	o25	This course introduces users to creating files in Microsoft Excel.	4	Office 2000 Series	
108	Office 2000:6 Introduction to Outlook	o26	This course introduces users to using e-mail and managing contacts and schedules in Microsoft Outlook.	3	Office 2000 Series	
109	Office 2000:7 Introduction to PowerPoint	o27	This course shows users how to create and deliver presentations using Microsoft PowerPoint.	3	Office 2000 Series	



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110	Office 2000:8 Introduction to Access	o28	This course introduces users to creating and managing databases using Microsoft Access.	3	Office 2000 Series	
111	Office 2003 - What's New: 1 New Features	offc01	This course provides an overview of the new features common to the Office 2003 applications.	1	Office 2003 - What's New Series	
112	Office 2003 - What's New: 2 Changes in Applications	offc02	This course provides an overview of the new features available in each Office 2003 application.	1	Office 2003 - What's New Series	
113	Office XP Upgrade: 1 Getting Around in the New Interface	ofxp01	This course provides an introduction to the new look and features of Office XP applications.	3	Office XP Upgrade Series	
114	Office XP Upgrade: 2 New Options and Tools	ofxp02	This course shows users how to take advantage of the new or changed features and preferences that are included in Office XP.	2	Office XP Upgrade Series	
115	Office XP Upgrade: 3 Changes in Applications	ofxp03	This course shows users the most important new or changed features in each of the Office applications.	5	Office XP Upgrade Series	
116	Outlook 2002: 1 Navigating in Outlook	oxpm01	This course shows users how to move from component to component in Outlook and work with contact items and categories.	4	Outlook 2002 Series	
117	Outlook 2002: 2 Reading and Sending Messages	oxpm02	This course shows users how to receive and send e-mail messages.	4	Outlook 2002 Series	
118	Outlook 2002: 3 Customizing and Organizing Messages	oxpm03	This course shows users how to manage mailboxes of messages.	4	Outlook 2002 Series	
119	Outlook 2002: 4 Using the Calendar	oxpm04	This course explores the Outlook Calendar and the ways that users can take advantage of it for scheduling their meetings, appointments, and events.	3	Outlook 2002 Series	
120	Outlook 2002: 5 Using Tasks and Notes	oxpm05	This course shows users how to work with Outlook tasks and Notes.	3	Outlook 2002 Series	
121	Outlook 2003: 1 Getting Started	outl01	This course provides an overview of the Outlook 2003 interface. It also teaches the learner how to use the new features of Outlook 2003, as well as basic e-mail functions.	4	Outlook 2003 Series	
122	Outlook 2003: 2 Managing Messages	outl02	This course shows the learner how to customize outgoing messages. It also covers a variety of tools that can be used to more easily manage e-mail messages.	3	Outlook 2003 Series	
123	Outlook 2003: 3 Contacts and Calendar Entries	outl03	This course shows the learner how to enter and maintain contact information. It also covers how to use the calendar features of Outlook to schedule appointments and meeting requests.	3	Outlook 2003 Series	
124	Outlook 2003: 4 Tasks, Notes, and Journal Entries	outl04	This course provides information on the tools that can be used to store and manage daily tasks, including entering, modifying, deleting tasks, and creating recurring tasks. It also teaches the learner how to use notes and journal entries.	5	Outlook 2003 Series	

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125	Outlook 2003: 5 Newsgroups and Outlook Web Access	outl05	This course provides an overview of newsgroups, including subscribing to news groups, and posting, reading, and replying to newsgroup messages. Using Outlook at home and Outlook Web Access are also covered.	3	Outlook 2003 Series	
126	Outlook 2003: 6 Collaboration and Security	outl06	This course provides information on using Outlook for planning meetings, decision-making, and sharing folders among team members. It also covers the security features included with Outlook.	4	Outlook 2003 Series	
127	Outlook 2003: 7 Personalizing Outlook and Other Tips	outl07	This course provides an overview of forms, including using and modifying standard and custom forms. It also offers suggestions for personalizing Outlook. More advanced features and shortcuts are also covered.	3	Outlook 2003 Series	
128	Outlook 98:1 Using Electronic Mail	o91	This course shows students how to use Outlook 98's electronic mail features.	3	Outlook 98 Series	
129	Outlook 98:2 Organizing Your Time	o92	This course shows students how to create appointments, schedule meetings using Outlook 98's calendar and time management features, and create task lists.	3	Outlook 98 Series	
130	PowerPoint 2000 MOS: 1 Presentations	p2km01	This course shows users how to create original presentations. It demonstrates the different views for slide production and shows how to create master slides using repeating elements.	4	Powerpoint 2000 MOS Series	
131	PowerPoint 2000 MOS: 2 Layout and Text	p2km02	This course shows users how to make layout changes and to work with text. Important features, such as Spell Check, Format Painter, and Text Wrap are included.	4	Powerpoint 2000 MOS Series	
132	PowerPoint 2000 MOS: 3 Graphics & Tables	p2km03	This course shows users how to work with graphics, objects, and drawing shapes. Special features of PowerPoint 2000, including grouping shapes, scaling and sizing objects, applying shadows, and WordArt are covered.	3	Powerpoint 2000 MOS Series	
133	PowerPoint 2000 MOS: 4 Custom Slides	p2km04	This course shows users how to add custom features and formatting to slides. These special formatting features include bullets, slide transitions, and animation. Producing speaker notes, audience handouts, and transparencies is also covered.	3	Powerpoint 2000 MOS Series	
134	PowerPoint 2000 MOS: 5 Showing Slides	p2km05	This course shows users how to run a slide show, including navigating on-screen and using the pointer pen. Creating hyperlinks, publishing to the Web, and e-mailing slides are also covered.	2	Powerpoint 2000 MOS Series	
135	PowerPoint 2002: 1 Presentations	pxpm01	This course shows users how to create original presentations. It demonstrates the different views for slide production and shows how to create master slides using repeating elements.	4	PowerPoint 2002 Series	

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136	PowerPoint 2002: 2 Layout and Text	pxpm02	This course shows users how to make layout changes and to work with text. Important features, such as Spell Check, Format Painter, and Text Wrap are included.	4	PowerPoint 2002 Series	
137	PowerPoint 2002: 3 Graphics & Tables	pxpm03	This course shows users how to work with graphics, objects, and drawing shapes. Special features of PowerPoint 2002, including grouping shapes, scaling and sizing objects, applying shadows, and WordArt are covered.	3	PowerPoint 2002 Series	
138	PowerPoint 2002: 4 Custom Slides	pxpm04	This course shows users how to add custom features and formatting to slides. These special formatting features include bullets, slide transitions, and animation. Producing speaker notes, audience handouts, and transparencies is also covered.	3	PowerPoint 2002 Series	
139	PowerPoint 2002: 5 Showing Slides	pxpm05	This course shows users how to run a slide show, including navigating on-screen and using the pointer pen. Creating hyperlinks, publishing to the Web, and e-mailing slides are also covered.	3	PowerPoint 2002 Series	
140	PowerPoint 2003: 1 Introduction to PowerPoint	pwpt01	This course provides an overview of the use of PowerPoint 2003 and shows how to get started using the program.	5	PowerPoint 2003 Series	
141	PowerPoint 2003: 2 Completing the Presentation	pwpt02	This course provides learners with the necessary tools to set up and present a PowerPoint presentation.	3	PowerPoint 2003 Series	
142	PowerPoint 2003: 3 Maximizing Presentation Effectiveness	pwpt03	This course describes the tools PowerPoint 2003 provides to format text and to import and modify clip art and other pictures.	3	PowerPoint 2003 Series	
143	PowerPoint 2003: 4 Color, Masters, and Templates	pwpt04	This course shows learners how to change color schemes and backgrounds for a presentation, and how to use Master slides, headers, footers, and templates.	4	PowerPoint 2003 Series	
144	PowerPoint 2003: 5 Drawings, Charts, Sound and Video	pwpt05	This course shows learners how to use PowerPoint 2003 to draw and modify lines, shapes and objects on a slide, insert charts, graphs and diagrams, and add sound and video to presentations.	6	PowerPoint 2003 Series	
145	PowerPoint 2003: 6 Animation, Web Pages, and Collaboration	pwpt06	This course teaches learners how to add animation to a presentation, how to add hyperlinks, and how to share presentations with others.	4	PowerPoint 2003 Series	
146	Project 2000 MOS: 1 Starting a Project	prjm01	This course shows users how to use Microsoft Project 2000 to begin a project, set up calendars, include tasks, and add work breakdown structure codes.	5	Project 2000 Series	
147	Project 2000 MOS: 2 Scheduling Tasks and Adding Resources	prjm02	This course shows users how to use Microsoft Project 2000 to apply a calendar to a task; set task durations, deadlines, and constraints; and add and assign resources to tasks.	4	Project 2000 Series	

	A	B	C	D	E	F
148	Project 2000 MOS: 3 Managing Work and Multiple Projects	prjm03	This course shows users how to use Microsoft Project 2000 to identify the project's critical path, manage resource workloads, create a master project, and track work progress.	4	Project 2000 Series	
149	Project 2000 MOS: 4 Using Project Central	prjm04	This course shows users how to use Microsoft Project 2000 to communicate with the project workgroup and use Project Central to communicate with your project workgroup via the Web.	2	Project 2000 Series	
150	Project 2000 MOS: 5 Customizing the Project	prjm05	This course shows users how to use Microsoft Project 2000 to create a custom table, apply filters, create and apply a custom view, and sort and group project data.	3	Project 2000 Series	
151	Project 2000 MOS: 6 Creating Reports and Exporting Data	prjm06	This course shows users how to use Microsoft Project 2000 to modify a standard report, create a custom report, export data into Microsoft Word and Excel documents, and save a view as a Web page.	3	Project 2000 Series	
152	Project 98: Getting Started	pr1	This course provides an introduction to Microsoft Project 98 to allow users to view a Project file and update their progress in the file.	5	Project 98 Series	
153	Project 98: Project Administration	pr2	This course describes how to use Microsoft Project to create new project files and administrate projects.	3	Project 98 Series	
154	Windows 98 Tips:1 Customizing the Desktop	wt1	This course shows users how to make changes to the desktop and Windows 98 environment to match their preferences.	3	Windows 98 Tips Series	
155	Windows 98 Tips:2 Working Faster	wt2	This course shows users how to increase their productivity in Windows 98.	5	Windows 98 Tips Series	
156	Windows 98 Tips:3 Maximizing Performance	wt3	This course shows users how to speed up and pare down Windows 98 to improve response.	3	Windows 98 Tips Series	
157	Windows 98: What's New in Windows 98	w91	This course shows users the new features and tools in Windows 98 that have been Released since Windows 95.	4	Windows 98 Tips Series	
158	Windows XP Upgrade: 1 Home Edition	osxp01	This course provides an overview of the features available in the Home Edition version of Windows XP.	3	Windows XP Upgrade Series	
159	Windows XP Upgrade: 2 Professional	osxp02	This course provides an overview of the features available in the Professional version of Windows XP.	3	Windows XP Upgrade Series	
160	WinNT Wkstn 4.0: Intro. to Windows NT Workstation	nt1	This course presents the features of Windows NT 4.0 and its interface, which it shares with Windows 95.	4	Windows Series	
161	Word 2000 MOS Expert: 1 Page Formatting	w2ke01	This course shows how to format paragraphs, organize pages, and create styles in Word 2000.	4	Word 2000 MOS Expert Series	
162	Word 2000 MOS Expert: 2 Managing Documents	w2ke02	This course shows how to create document references, insert a table of contents and an index, and perform a mail merge in Word 2000.	4	Word 2000 MOS Expert Series	
163	Word 2000 MOS Expert: 3 Inserting Objects	w2ke03	This course shows how to work with worksheets, insert bitmapped graphics, and create charts in Word 2000.	4	Word 2000 MOS Expert Series	

	A	B	C	D	E	F
164	Word 2000 MOS Expert: 4 Advanced Features	w2ke04	This course shows how to insert fields, create and modify macros, work with forms and form controls, and customize toolbars in Word 2000.	5	Word 2000 MOS Expert Series	
165	Word 2000 MOS Expert: 5 Workgroups	w2ke05	This course shows how to track document changes, work with master documents, and insert comments in Word 2000.	3	Word 2000 MOS Expert Series	
166	Word 2000 MOS: 1 Managing Documents	w2km01	This course shows how to open, save, and navigate through documents in Word 2000.	4	Word 2000 MOS Series	
167	Word 2000 MOS: 2 Working with Text	w2km02	This course shows how to add, delete, and format text in Word 2000 documents.	4	Word 2000 MOS Series	
168	Word 2000 MOS: 3 Formatting Paragraphs	w2km03	This course shows how to work with paragraphs, bulleted lists, and outlines in Word 2000.	3	Word 2000 MOS Series	
169	Word 2000 MOS: 4 Page Format and Printing	w2km04	This course shows how to set up a page and print in Word 2000.	5	Word 2000 MOS Series	
170	Word 2000 MOS: 5 Tables and Other Objects	w2km05	This course shows how to create tables and insert objects into Word 2000 documents.	3	Word 2000 MOS Series	
171	Word 2002: 1 Managing Documents	wxpm01	This course shows users how to open, save, and navigate through documents in Word 2002.	4	Word 2002 Series	
172	Word 2002: 2 Working with Text	wxpm02	This course shows users how to add, delete, and format text in Word 2002 documents.	4	Word 2002 Series	
173	Word 2002: 3 Formatting Paragraphs	wxpm03	This course shows users how to work with paragraphs, bulleted lists, and outlines in Word 2002.	3	Word 2002 Series	
174	Word 2002: 4 Page Format and Printing	wxpm04	This course shows users how to set up a page and print in Word 2002.	5	Word 2002 Series	
175	Word 2002: 5 Tables and Other Objects	wxpm05	This course shows users how to create tables and insert objects into Word 2002 documents.	3	Word 2002 Series	
176	Word 2003: 1 Introduction to Word	word01	This course provides an overview of the Word 2003 interface and new product features.	3	Word 2003 Series	
177	Word 2003: 2 Navigating, Editing, and Working with Text Blocks	word02	This course shows users how to use Word 2003 to insert, delete, find and replace text. It also covers how to use the Undo and Redo commands and how to copy, move and paste text.	5	Word 2003 Series	
178	Word 2003: 3 Spell Checking, Print Preparation, and Other Tips	word03	This course shows users how to use Word 2003 to check and correct the spelling and grammar of a document. It also covers how to save and prepare to print a Word 2003 document.	4	Word 2003 Series	
179	Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs	word04	This course shows users how to use Word 2003 to choose a font, set text size and format paragraphs and characters.	3	Word 2003 Series	

	A	B	C	D	E	F
180	Word 2003: 5 Formatting Tabs, Pages, and Documents	word05	This course shows users how to use Word 2003 to set and use tabs, set page and paper size, and create headers and footers. It also covers page orientation and margin information.	3	Word 2003 Series	
181	Word 2003: 6 Styles, Templates, and Formatting Tips	word06	This course shows users how to use Word 2003 to create, define and modify styles. It also covers how to create, use and modify templates.	5	Word 2003 Series	
182	Word 2003: 7 Borders, Tables, and Columns	word07	This course shows users how to use Word 2003 to insert tables and borders into a document. It also covers how to modify tables and covert text to tables.	3	Word 2003 Series	
183	Word 2003: 8 Lists, Images, and Art	word08	This course shows users how to use Word 2003 to add bullets and numbered lists to a document. It also covers how to insert or create images and art for a document.	3	Word 2003 Series	
184	Word 2003: 9 Creating Projects with Word	word09	This course shows Word 2003 users how to create different types of projects including: letters, envelopes, greeting cards, and labels.	3	Word 2003 Series	
185	Works:1 Getting Started	wk1	This course shows users how to get around in Works applications and manage Works documents.	2	Works Series	
186	Works:2 Introducing the Word Processor	wk2	This course shows how to use the Microsoft Works Word Processor for basic composition tasks.	3	Works Series	
187	Works:3 Formatting Word Processor Pages	wk3	This course explains how to format text and documents in the Works Word Processor.	3	Works Series	
188	Works:4 Using the Spreadsheet	wk4	This course provides an introduction to creating and entering data in the Works spreadsheet.	3	Works Series	
189	Works:5 Managing Spreadsheet Data	wk5	This course explains how to use the Works spreadsheet for data processing tasks.	3	Works Series	
190	Works:6 Using the Database	wk6	This course provides an introduction to the Works Database, and how to use it for basic organization and presentation tasks.	3	Works Series	
191	Works:7 Calendar and Cross-Works Tools	wk7	This course introduces users to the Works Calendar and to the functions that can be used across multiple applications in Works.	4	Works Series	
192	<b>PROFESSIONAL DEVELOPMENT COURSES</b>					
193	<b>TITLE</b>	<b>COURSE ID</b>	<b>DESCRIPTION</b>	<b>LENGTH (hours)</b>	<b>SERIES</b>	
194	Business Communication:1 Writing Skills	bc1	This course explains how to plan for a business writing task. It also addresses common writing problems, including commonly misused words and incorrect sentence grammar.	2	Business Communication Series	
195	Business Communication:2 Forms of Writing	bc2	This course reviews some of the most common forms of written communication and the best style of composition for each.	5	Business Communication Series	

	A	B	C	D	E	F
196	Business Communication:3 Documentation	bc3	This course provides a systematic, step-by-step overview of the process of planning, building, and creating good documentation.	3	Business Communication Series	
197	Customer Service: 1 Defining Service	cu1	This course explains the concept of company-wide customer service and standards.	5	Customer Service Series	
198	Customer Service: 2 Communicating	cu2	This course presents strategies for understanding customer problems, resolving conflict, and writing effective correspondence, instructions, and manuals.	6	Customer Service Series	
199	Customer Service: 3 Fixing Problems	cu3	This course explains how to answer common questions, find customers' needs and problems, and resolve the root cause of those problems.	4	Customer Service Series	
200	Customer Service: 4 Building a Department	cu4	This course provides users with an overview of creating a Customer Service department and hiring talented customer service people.	4	Customer Service Series	
201	Customer Service: 5 Tools of the Trade	cu5	This course explains the concept of company-wide customer service and standards.	4	Customer Service Series	
202	Grammar: 1 Fundamental Sentence Structures	gram01	This course provides instruction and practice in basic business grammar skills for the area of sentence structures.	3	Grammar Series	
203	Grammar: 2 Punctuation	gram02	This course provides an overview of the use of business grammar skills and how to use it to punctuate sentence structures.	2	Grammar Series	
204	Grammar: 3 Complex Sentence Structures	gram03	This course provides an overview of the use of business grammar skills.	3	Grammar Series	
205	Grammar: 4 Advanced Grammar	gram04	This course provides an overview of advanced grammar and how to use pronouns, adjectives, adverbs, special punctuation, and modifiers.	2	Grammar Series	
206	Interview Skills:1 Getting the Interview	it1	This course shows users how to find the right job openings and get an invitation to an interview.	3	Interview Skills Series	
207	Interview Skills:2 Preparing Yourself	it2	This course shows users how to prepare for an interview, from the time they receive the request for the interview to the night before.	3	Interview Skills Series	
208	Interview Skills:3 Making an Entrance	it3	This course talks users through arriving at an interview and establishing a connection with the interviewer.	3	Interview Skills Series	
209	Interview Skills:4 Listening & Answering	it4	This course shows users how to actively listen to the interviewer and answer the most common interview questions with the solutions that the interviewer needs.	4	Interview Skills Series	
210	Interview Skills:5 Taking the Reins	it5	This course shows users how and when to steer an interview, and how to handle salary negotiations.	3	Interview Skills Series	
211	Interview Skills:6 Asking Questions	it6	This course shows users how to ask questions in an interview that will provide needed information as well as demonstrate preparedness for the job.	3	Interview Skills Series	

	A	B	C	D	E	F
212	Interview Skills:7 Opening Interviews	it7	This course shows users how to generate opening interviews for themselves and how to handle gatekeeper and telephone interviews designed to weed out unsuitable candidates.	3	Interview Skills Series	
213	Interview Skills:8 Tough Interviews	it8	This course show users how to handle difficult interviews, including group interviews, performance tests, and stress interviews.	2	Interview Skills Series	
214	Interview Skills:9 Following Through	it9	This course shows users how to overcome objections during interviews, handle follow-up interviews, and step through the process from post-interview to the first days on the new job.	3	Interview Skills Series	
215	Project Management: 1 Project Management Overview	proj01	This course provides an overview on the nature of projects as well as project management.	2	Project Management Series	
216	Project Management: 2 Understanding the Project Manager's Role	proj02	This course explains the role of the project manager and the traits and abilities he or she must have to be effective.	2	Project Management Series	
217	Project Management: 3 Defining the Problem	proj03	This course describes the importance of specifically narrowing down the problem statement. In addition, it explains the detrimental impact that bypassing this step has. It also distinguishes between different types of problems and possible methods for identifying them. Finally, it describes the Project Charter and how to create it.	1	Project Management Series	
218	Project Management: 4 Determining the Strategy	proj04	This course defines strategy, describes methods to generate and rank a strategies list, and explains the importance of risk and contingency planning.	2	Project Management Series	
219	Project Management: 5 Developing the Work Breakdown Structure	proj05	This course describes how to create and organize project tasks by developing the work breakdown structure and a network diagram.	2	Project Management Series	
220	Project Management: 6 Estimating and Scheduling Resources	proj06	This course explains estimating and scheduling concepts, provides guidelines for estimating and scheduling, and describes the advantage of project management tools such as Microsoft Project.	2	Project Management Series	
221	Project Management: 7 Understanding Scheduling Computations	proj07	This course explains how to perform forward and backward computations to determine the critical path in a project network diagram and shows how an activity-on-node network diagram can be changed to make an activity-on-arrow diagram and a bar chart.	3	Project Management Series	
222	Project Management: 8 Tracking Project Activities	proj08	This course describes the control phase of a project and provides guidelines on how to effectively control a project.	1	Project Management Series	
223	Project Management: 9 Closing Out the Project	proj09	This course explains the close-out phase of a project and describes the activities that must be performed during this phase.	1	Project Management Series	
224	Project Management:10 Formalizing Project Management Standards	proj10	This course provides an overview on the nature of projects as well as project management.	2	Project Management Series	



	A	B	C	D	E	F
225	Project Management:11 Developing Project Teams	proj11	This course describes project team dynamics and provides guidelines on how to effectively build a project team.	2	Project Management Series	
226	Project Management:12 Ensuring Your Own Effectiveness	proj12	This course gives tips on how to be a more effective project manager.	2	Project Management Series	
227	Sexual Harassment: 1 Understanding the Issues	hara01	This courseprovides an overview of sexual harassment in the workplace, including an introduction to the causes and effects of harassment, the legal definition of harassing behavior, and steps that can be taken to resolve problem situations.	3	Sexual Harassment Series	
228	Sexual Harassment: 2 Understanding the Law	hara02	This course examines the legal definition of harassing conduct and explains how to determine whether specific workplace behavior meets this definition.	3	Sexual Harassment Series	
229	Sexual Harassment: 3 Assessing Problem Situations	hara03	This course helps users apply their knowledge of sexual harassment law to individual workplace situations.	2	Sexual Harassment Series	
230	Sexual Harassment: 4 Responding Effectively	hara04	This course helps users identify appropriate responses to sexually harassing behavior.	2	Sexual Harassment Series	
231	Sexual Harassment: 5 Designing Policies and Procedures	hara05	This course helps users construct policies and procedures to prevent sexual harassment within their organization.	3	Sexual Harassment Series	
232	Sexual Harassment: 6 Federal and State Law	hara06	This course helps users understand the process through which sexual harassment claims are handled at the federal and state level, and helps them determine what federal regulations apply to their own organizations.	2	Sexual Harassment Series	
233	Sexual Harassment: 7 Common Law Tort Actions	hara07	This course helps users identify common-law actions that may be filed by harassed workers.	3	Sexual Harassment Series	
234	Time Management:1 Introduction	tm1	This course provides an overview of gauging how time is being spent and how to better organize and use time more efficiently.	3	Time Management Series	
235	Time Management:2 Meetings	tm2	This course explains how to control the length and effectiveness of meetings.	2	Time Management Series	
236	Time Management:3 Managing Work	tm3	This course explains how to efficiently manage everyday tasks like paperwork, telephone conversations, voice mail, and electronic mail.	3	Time Management Series	
237	Time Management:4 Co-Workers	tm4	This course explains how to maximize time spent communicating with co-workers.	2	Time Management Series	
238	<b>BUSINESS SKILL VIDEOS</b>					
239	<b>TITLE</b>	<b>COURSE ID</b>	<b>DESCRIPTION</b>	<b>LENGTH (min.)</b>	<b>SERIES</b>	

	A	B	C	D	E	F
240	<b>Career Development (Videos): Been There, Done That...Now What?</b>	v_c101	Feel stuck in your job and don't know what to do about it? Have you ever said to yourself, "Been there, done that...now what?" If so, this program will help you answer the critical "Now what?" You'll learn how to recondition yourself for success, create a	19.73	Career Development (Videos):	
241	<b>Career Development (Videos): The Influence Edge and Your Career</b>	v_c104	You are the main influencer of your career. Therefore, you need to know how to put together clear strategies for your development. During this program, you'll learn the steps of career development and the influence strategies to help you stay on track to	11.87	Career Development (Videos):	
242	<b>Coaching (Videos): Coaching for Behavioral Change</b>	v_c202	Do you have what it takes as a leader to keep pace with a constantly changing workforce? Leaders of the future need to know how to adapt their behavior to fit the needs of those they lead. This program is designed to help you become a more effective leader	20.73	Coaching (Videos):	
243	<b>Coaching (Videos): Performance Coaching: Career Coaching</b>	v_c203	When a manager acts as a career coach, the benefits are numerous. Besides having a healthy and positive relationship with his or her employees, it encourages organizational performance. This program is designed to show you, as a manager, the different types	15.33	Coaching (Videos):	
244	<b>Coaching (Videos): Performance Coaching: Collaborating</b>	v_c204	As a manager, it's your responsibility to make certain your employees meet or exceed the performance standards of your company. To accomplish this, you must identify the performance needs of your employees by playing the role of collaborator. This program	17.05	Coaching (Videos):	
245	<b>Coaching (Videos): Performance Coaching: Mentoring</b>	v_c205	Mentoring relationships help improve productivity by enhancing the performance of employees. During this program, you'll learn the organizational benefits of mentoring and the qualifications for becoming a mentor. You'll also be provided the steps involved	19.65	Coaching (Videos):	
246	<b>Coaching (Videos): Performance Coaching: Training</b>	v_c206	As a manager, you must be able to break down complicated tasks into basic steps. During this program, you'll learn the seven laws of training and the importance of using transfer of learning strategies to improve performance.	17.07	Coaching (Videos):	
247	<b>Communication (Videos): Curing Common Meeting Ailments (Interview)</b>	v_c301	How can facilitators recognize and cure some common meeting ailments? What can they do to minimize these problems in future meetings? Watch as Eli Mina, a professional meeting facilitator, seminar leader and the author of "The Complete Handbook of Business	5.98	Communication (Videos):	
248	<b>Communication (Videos): Effective Business Writing</b>	v_c303	Business writing is not a magical or mystical experience but part of a process that anyone can master. Effective business writing is especially important in this Internet age where communication is often fast and immediate. During this program you'll learn	21.07	Communication (Videos):	

	A	B	C	D	E	F
249	<b>Communication (Videos): High Performance Communication</b>	v_c304	Your ability to learn and practice effective communication techniques can spell the difference between success and failure. During this program, you'll recognize how to prevent and deal with communication problems, find out why effective communication ski	20.15	Communication (Videos):	
250	<b>Communication (Videos): Keeping Meeting Participants Awake (Interview)</b>	v_c305	How can facilitators make the most of the meetings they lead? How can they ensure that all the participants stay focused and alert during meetings? Watch as Eli Mina, a professional meeting facilitator, seminar leader and the author of "The Complete Handb	6.92	Communication (Videos):	
251	<b>Communication (Videos): The People Styles Model</b>	v_c306	Welcome to The People Styles Model. Each of us communicates, makes decisions and handles conflict differently. To make handling these differences easier, you can use the People Styles Model. By using this model, you'll not only develop a better understand	16.5	Communication (Videos):	
252	<b>Communication (Videos): People Styles at Work</b>	v_c307	Welcome to People Styles at Work. Human behavior challenges most of us; however, the People Styles Model offers one way to understand and predict it. In this program, you'll refresh your understanding of the four people styles discussed in "The People Sty	14.18	Communication (Videos):	
253	<b>Communication (Videos): Resolving Conflict</b>	v_c308	Conflict is a reality of your work life. No matter what your job or your position, you will encounter conflict situations. During this program, you'll learn to recognize the "faces" of conflict so you can manage them more effectively. You'll also learn ho	15.23	Communication (Videos):	
254	<b>Communication (Videos): Telephone Etiquette</b>	v_c309	The telephone is the most common business tool and its proper use is essential for effective communication. This program helps you determine if you are telephone savvy. You'll learn the basics of telephone etiquette and techniques to make effective phone	22.85	Communication (Videos):	
255	<b>Communication (Videos): The Influence Edge and E-Mail</b>	v_c310	E-mail allows you to strategize in an influence situation. During this program, you'll learn when it is appropriate to influence via e-mail and the strategies that will help you do it. In addition, you'll learn how to emphasize nonverbal communication cue	10.85	Communication (Videos):	
256	<b>Communication (Videos): Understanding Negotiation</b>	v_c311	We often think of negotiation as a confrontation between people regarding a set of issues. To be effective at negotiation, it is important to think in broader terms than just bargaining. During this program, you'll learn to define the aspects of negotiati	19.6	Communication (Videos):	
257	<b>Communication (Videos): Working Wounded: Effective Business Presentations</b>	v_c312	The key to public speaking is learning to speak the same language as your audience. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how your objective, what you know about the audience and what you want the audience to	2.4	Communication (Videos):	

	A	B	C	D	E	F
258	<b>Communication (Videos): Working Wounded: Giving an Apology at Work</b>	v_c313	Sometimes at work, we have to express genuine regret for what happened. The trick is to use the right words and the right delivery. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how to name your mistake and accept res	2.42	Communication (Videos):	
259	<b>Communication (Videos): Working Wounded: Leading a Successful Meeting</b>	v_c314	Anxiety often builds when you are faced with trying to lead a successful meeting. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, provides some useful tips to help you run a successful meeting.	3.07	Communication (Videos):	
260	<b>Communication (Videos): Working Wounded: Making Group Decisions</b>	v_c315	It's not unusual for people to go into meetings with different expectations and then crash when it's time to come to a resolution. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how to effectively make group decisions.	2.63	Communication (Videos):	
261	<b>Communication (Videos): Working Wounded: Working Through Conflict</b>	v_c316	There are times when you just can't avoid a conflict with a co-worker. During these times, you need to put your energy into learning what's on the other person's mind. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how	2.82	Communication (Videos):	
262	<b>Customer Service (Videos): Building Customer Loyalty</b>	v_c401	Customers expect and even demand excellent customer service. In exchange, they will give you their undying customer loyalty. This program will help you learn the difference between customer satisfaction and customer loyalty. You'll also learn techniques t	13.22	Customer Service (Videos):	
263	<b>Customer Service (Videos): Delighting Your Customers</b>	v_c402	The information portion of any goods or service has become a large part of its value. Watch as Steve Mott, President of BetterBuyDesign.com, discusses how the new gatekeepers of information pipelines build one-to-one relationships with customers.	3.18	Customer Service (Videos):	
264	<b>Customer Service (Videos): Building Web Relationships (Interview)</b>	v_c403	Delighting your customers not only helps build excellent customer service but also inspires customer loyalty. Watch as John Yokoyama, president of the Pike Place Fish Company, discusses how delighting customers brings them back over and over again.	5.22	Customer Service (Videos):	
265	<b>Customer Service (Videos): Creating Customer Value</b>	v_c404	Value can mean different things to different people. In order to create value for your customers, you need to define what value means in the context of providing outstanding service. During this program, you'll learn how to increase value by changing thre	14.42	Customer Service (Videos):	
266	<b>Customer Service (Videos): Crown Your Customers (Interview)</b>	v_c405	In today's customer economy, customers are at the base of successful businesses more than ever. Watch as Patricia Seybold, founder and CEO of the Patricia Seybold Group, discusses what businesses need to do to attract and keep customers.	3.88	Customer Service (Videos):	

	A	B	C	D	E	F
267	<b>Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview)</b>	v_c406	Organizations that deliver products with the greatest convenience are those that will prosper in the New Economy. Watch as Daniel Spulber, Professor at Kellogg Graduate School of Management, Northwestern University, advises how an organization can create	5.87	Customer Service (Videos):	
268	<b>Customer Service (Videos): Customer Service Strategy</b>	v_c407	Having a clear customer service strategy is critical to building a customer service culture and delivering exemplary service. The challenge is in making the strategy real and not just of passing interest or the "flavor of the month." During this program,	12.67	Customer Service (Videos):	
269	<b>Customer Service (Videos): Dealing with Customer Complaints</b>	v_c408	When customers complain, it shows they care. You want customers to complain so you can fix the problem. The challenge is to know the best way to resolve the situation. During this program, you'll learn why an organization should seek customer complaints,	15.25	Customer Service (Videos):	
270	<b>Customer Service (Videos): Exceeding Customer Expectations</b>	v_c409	Without a cohesive strategy, customer service is just a slogan or platitude. Using a service management model, you can institute a customer service culture within your organization. During this program, you'll learn how the service management model is use	13.78	Customer Service (Videos):	
271	<b>Customer Service (Videos): Getting to Know Your Customers</b>	v_c410	In order to have a successful service strategy, you need to get to know your customers well. You need to know who they are and what they need. By doing so, you can meet their expectations and turn them into repeat customers. During this program, you'll le	16.67	Customer Service (Videos):	
272	<b>Customer Service (Videos): Getting Your Customer Experience Right (Interview)</b>	v_c411	Creating a better customer experience on line is critical to customer retention. Watch as Patricia Seybold, founder and CEO of the Patricia Seybold Group, author and speaker, discusses how branding your customer experience can lead to customer loyalty.	3.37	Customer Service (Videos):	
273	<b>Customer Service (Videos): Implementing Effective Service Standards</b>	v_c412	Delivering effective service to the customer doesn't happen by accident. You need to create a target for effective service through well-thought-out objectives and standards. You also need to implement a range of internal monitoring mechanisms to ensure th	13.62	Customer Service (Videos):	
274	<b>Customer Service (Videos): Keeping Loyal Customers</b>	v_c413	Sometimes, providing an exceptional product or service environment isn't enough to keep customers coming back. There are many reasons customers leave. You need to figure out why and implement effective ways of retaining them and building loyalty. During t	16.67	Customer Service (Videos):	
275	<b>Customer Service (Videos): Knowing Your Web Customers</b>	v_c414	Those who understand how and why their customers individually buy their products will win the battle for customers in the future. Knowing your Web customers is about getting the right product at the right price in front of the right customer at the right	18.35	Customer Service (Videos):	

	A	B	C	D	E	F
276	<b>Customer Service (Videos): Managing Customer E-Mail</b>	v_c415	Today, customers will not consider doing business with a company without an e-mail address and the skills to use it wisely. During this program, you'll recognize that e-mail is the glue that cements the Internet together. You'll learn how to respond to cu	17.78	Customer Service (Videos):	
277	<b>Customer Service (Videos): Measuring Customer Service</b>	v_c416	To achieve quality customer service, you need to understand how to measure it before you can manage it. But first, you need to figure out what exactly you want to measure and for what result. During this program, you'll learn the different service quality	17.03	Customer Service (Videos):	
278	<b>Customer Service (Videos): Profits, Not Promises (Interview)</b>	v_c417	The rise of e-commerce has brought customers greater choice and vendors more competition. Watch as John Hagel, chief strategy officer of 12 Entrepreneur, Inc., discusses how to get the most value from e-commerce for your company and your customers.	3.12	Customer Service (Videos):	
279	<b>Customer Service (Videos): Understanding Customer Service</b>	v_c418	To provide exceptional customer service, you need to understand the needs and issues around customer service. You need to know the reasons why customers are happy or unhappy with the level of service your company provides and most importantly, you need to	14.38	Customer Service (Videos):	
280	<b>Customer Service (Videos): Working Wounded: Building Relationships with Your Customers</b>	v_c419	Building ongoing relationships with your customers is crucial to success. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses the importance of long-term loyalty and ways to promote it.	2.93	Customer Service (Videos):	
281	<b>Customer Service (Videos): Working Wounded: Good News About Customer Complaints</b>	v_c420	When it comes to customer feedback, bad news is good. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how customer complaints can help improve your business.	3.4	Customer Service (Videos):	
282	<b>Leadership (Videos): Creating and Communicating Vision</b>	v_l101	Creating and communicating vision is an absolute requirement for any leader wanting to achieve his or her goals and future dreams. During this program, you will learn to develop your own visionary skills, as well as your ability to communicate them convin	19.4	Leadership (Videos):	
283	<b>Leadership (Videos): Creating Organizations with Many Leaders (Interview)</b>	v_l102	An organization with many leaders focuses on an inspiring vision and values, listening to and caring for employees and leading by personal example. Watch as Gifford Pinchot, author of Intrapreneuring in Action, discusses how to apply these principles with	5.63	Leadership (Videos):	
284	<b>Leadership (Videos): Leadership in Freaked Out Times (Interview)</b>	v_l105	Crazy times call for crazy leadership. Watch as Tom Peters, "guru of the gurus of management" and Chairman of Tom Peters Company, discusses how you can lead in crazy, freaked out times.	14.28	Leadership (Videos):	

	A	B	C	D	E	F
285	<b>Leadership (Videos): Leading into the Future (Interview)</b>	v_I106	Leaders of the future will need to have a new mind set as to how they will lead. Join us as Dr. Marshall Goldsmith, one of the world's foremost authorities on helping leaders achieve positive, measurable change in behavior, discusses the challenges leader	6.07	Leadership (Videos):	
286	<b>Leadership (Videos): Leading Organizational Transition</b>	v_I107	Organizations today are afflicted with plagues of change, whether dealing with mergers, changes in leadership, redefinitions of corporate goals, changes in products or services, etc. During this program, you will learn the differences between change and t	18.93	Leadership (Videos):	
287	<b>Leadership (Videos): Show, Don't Tell</b>	v_I108	The way and speed in which you deliver content to your customers can determine your company's success. Watch as Jonathan Seelig, vice president of strategy and corporate development at Akamai, discusses how to decentralize a Web infrastructure in order to	4.92	Leadership (Videos):	
288	<b>Leadership (Videos): Strategic Planning: Establish Processes</b>	v_I109	Establishing processes is the phase in which leaders monitor progress towards the vision, purpose and values of the organization. In this program, you'll learn the process needed in order to reach the desired end state of your strategic intent. You'll als	22.42	Leadership (Videos):	
289	<b>Leadership (Videos): Strategic Planning: Implement Initiatives</b>	v_I110	The first phase of strategic planning is the challenge of making strategic choices and alignment. Implementing initiatives is the phase about making it work. In this program, you'll learn the process of implementing strategic initiatives. You'll also lear	19.5	Leadership (Videos):	
290	<b>Leadership (Videos): Strategic Planning: Strategic Alignment</b>	v_I111	A great challenge for management is to successfully focus the talent and energy of individuals toward a clear and aligned intent. This program is designed to describe the three phases of strategic implementation. It will help you learn the importance of c	22.15	Leadership (Videos):	
291	<b>Leadership (Videos): Supporting Innovation (Interview)</b>	v_I112	To get an explosion of appropriate innovation, you must find a way to direct and support an entrepreneurial spirit. Watch as Gifford Pinchot, author of "Intrapreneuring in Action," discusses how to open the doors of innovation.	6.5	Leadership (Videos):	
292	<b>Leadership (Videos): Surfer Rules (Interview)</b>	v_I113	Successful companies and workers in the new economy understand the old rules of running a business no longer apply. Join Dr. Louis Patler, President of The B.I.T. Group, an international consulting company, as he discusses how the rules of surfing can hel	7.35	Leadership (Videos):	
293	<b>Leadership (Videos): The Power of B-Webs (Interview)</b>	v_I115	Dozens of successful organizations have transformed the rules of competition by pioneering the business web, or "b-web." Watch as Don Tapscott, Chairman of Digital 4Sight, President of New Paradigm Learning Corporation, consultant, speaker and authority o	5.2	Leadership (Videos):	

	A	B	C	D	E	F
294	<b>Leadership (Videos): The Leadership Challenge: Challenge the Process</b>	v_l116	All leaders challenge the process. They're willing to take risks, to innovate and experiment to find new and better ways of doing things. During this program, you'll learn how to find opportunities to make change happen. You'll also learn how to promote a	24.93	Leadership (Videos):	
295	<b>Leadership (Videos): The Leadership Challenge: Enable Others to Act</b>	v_l117	Leaders enable others to act. They enlist the support and involve all those who must live with results and they make it possible for others to do good work. Leaders know that no one does his or her best when feeling weak, incompetent or alienated. They kn	23.73	Leadership (Videos):	
296	<b>Leadership (Videos): The Leadership Challenge: Encourage the Heart</b>	v_l118	The climb to the top is arduous and long. People become exhausted, frustrated and disenchanting. They're often tempted to give up. Leaders encourage the heart by carrying on. During this program, you'll learn how to link rewards with performance and identi	23.55	Leadership (Videos):	
297	<b>Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision</b>	v_l119	Leaders inspire a shared vision. They gaze across the horizon of time, imagining the attractive opportunities that are in store for them. They have a desire to make something happen, to change the way things are, to create something no one else has ever c	21.82	Leadership (Videos):	
298	<b>Leadership (Videos): The Leadership Challenge: Model the Way</b>	v_l120	Leaders set an example and build commitment through simple, daily acts that create progress and momentum. They model the way through personal example and dedicated execution. During this program, you'll learn how to sustain leader credibility and set an e	23.23	Leadership (Videos):	
299	<b>Leadership (Videos): Tilt The Field: Attitude</b>	v_l121	We now live in a world where the rate of change is increasing and where the key to success is having a new attitude that is durable and flexible. In this program, you'll learn how to become committed to inventing the future using the concepts of the new "	23.57	Leadership (Videos):	
300	<b>Leadership (Videos): Tilt The Field: Leadership</b>	v_l122	Today's leadership must be taken to a different level, a level more invisible, yet more powerful. Through special retention and globalism practices of the new Thoughtware, leadership success can be achieved. During this program, you'll learn the importanc	20.77	Leadership (Videos):	
301	<b>Leadership (Videos): Tilt The Field: Perspective</b>	v_l123	The real power of reflection is revealed through a perspective that is "wise" enough to be made real. During this program, you'll learn the definition of innovation and the differences between creativity and innovation. You'll also learn strategies to use	22.77	Leadership (Videos):	



	A	B	C	D	E	F
302	<b>Leadership (Videos): Transform, Don't Conform (Interview)</b>	v_l124	In order for a company to be innovative, it needs to develop new relationships with others within the company and with its customers. Watch as Mitchel Resnick, associate professor at MIT Media Laboratory and author of "Turtles, Termites, and Traffic Jams:	4.9	Leadership (Videos):	
303	<b>Leadership (Videos): Value Matters (Interview)</b>	v_l125	No longer does bigger, heavier and more solid mean more value. Watch as Chris Meyer, director of the Cap Gemini Ernst & Young Center for Business Innovation, discusses how the value of companies now lies in the intangible.	4.73	Leadership (Videos):	
304	<b>Leading Teams (Videos): Creating Successful Teams (Interview)</b>	v_l201	Effective teams embrace the philosophy of "None of us is as smart as all of us." Watch as Dr. Ken Blanchard, chairman and chief spiritual officer of The Ken Blanchard Companies, provides some essential advice of how a group of individuals can be turned in	12.32	Leading Teams (Videos):	
305	<b>Management (Videos): Making 360 Degree Feedback Work</b>	v_m109	The 360 degree feedback process is designed to help you identify areas of opportunity, where a change in your behavior can make a significant difference in your leadership abilities. During this program, you'll learn the concepts of 360° feedback and the	14.33	Management (Videos):	
306	<b>Management (Videos): Retention for the Long Haul (Interview)</b>	v_m115	The challenge of retaining top talent is an issue managers will face for years to come. Watch as Dr. B. Lynn Ware, industrial psychologist specializing in employee retention, discusses the trends impacting retention, attitudes of the new workforce and wha	5.65	Management (Videos):	
307	<b>Management (Videos): The Costs of Attrition (Interview)</b>	v_m117	Most managers are aware of the disruptive nature of the loss of a valued employee. But how about the hidden costs that often get overlooked? Join us as Dr. B. Lynn Ware, industrial psychologist specializing in employee retention, discusses the costs of at	3.45	Management (Videos):	
308	<b>Management (Videos): The Diversity Manager</b>	v_m118	To effectively facilitate diversity in the workplace, managers need to know what is really meant by diversity and how to maintain a diverse work environment. During this program, you'll learn the four approaches to diversity management and how to use each	21.13	Management (Videos):	
309	<b>Managing Within the Law (Videos): Preventing Sexual Harassment - Manager Version</b>	v_m211	Do you know the legally required management procedures to follow when a harassment complaint is made? During this program, you'll learn the conditions under which liabilities for harassment can occur and the elements of an effective harassment policy. Yo	28.95	Managing Within the Law (Videos):	
310	<b>Managing Within the Law (Videos): Respecting Employees' Individual Rights</b>	v_m212	Even though most states are employment-at-will territories, employees do have rights in the workplace that are guaranteed by law. During this program, you'll learn how company policies are essential tools for preventing trouble in the workplace. You'll al	10.33	Managing Within the Law (Videos):	

	A	B	C	D	E	F
311	<b>Managing Within the Law (Videos): Top Ten Ways for a Manager to Stay Out of Jail</b>	v_m213	The workplace is becoming increasingly complex with many federal and state laws protecting the rights of employees. As a manager, you need to be aware of these laws in order to effectively and legally manage your employees. During this program, you'll lea	17.38	Managing Within the Law (Videos):	
312	<b>Self-Management (Videos): Becoming More Assertive</b>	v_s201	Assertive people let others know what they want while preserving their own dignity and that of others. During this program, you'll learn the causes of unassertiveness and how to take action toward becoming more assertive.	23.3	Self-Management (Videos):	
313	<b>Self-Management (Videos): Business Protocol</b>	v_s202	Exemplary business protocol benefits you and your company. This program describes what business protocol is and why it is important to your job and career, as well as to the success of your company. You'll learn effective protocol principles to help maint	16.62	Self-Management (Videos):	
314	<b>Self-Management (Videos): Creative Time Management for the New Millennium</b>	v_s203	In today's hectic world, everyone could use more time. During this program, you'll learn seven key principles of time management and ways to overcome obstacles to managing time. Having excellent time management skills will help you accomplish more and giv	18.62	Self-Management (Videos):	
315	<b>Self-Management (Videos): Goal Setting and Action Planning</b>	v_s205	Proper goal setting reflects competence, leadership and planning. When business goals are met, you improve not only your reputation, but also maintain or improve your company's name and quality of service. This program will help you learn how to set speci	19.15	Self-Management (Videos):	
316	<b>Self-Management (Videos): Leap of Faith</b>	v_s206	We all need to take risks and push ourselves beyond our limits. It's the natural way we grow and learn to be our best. During this program, you'll learn how to break old paradigms and embrace change, so you can take that leap of faith you've wanted to tak	17.38	Self-Management (Videos):	
317	<b>Self-Management (Videos): Self-Motivation Through Self-Talk</b>	v_s207	In today's organizations, staying motivated is tougher than ever. Increased competition, a raised standard for performance and constant obstacles can lead to apathy. During this program, you'll learn practical and enduring skills that will help you motiva	21.17	Self-Management (Videos):	
318	<b>Self-Management (Videos): Self-Talk First Aid Kit</b>	v_s208	Everyone experiences challenging and de-motivating events in their everyday lives. During these difficult times we may slip into negative self-talk patterns. During this program, you'll learn about the six Self-Talk First Aid Kit strategies that can be us	20.23	Self-Management (Videos):	
319	<b>Self-Management (Videos): The Dynamics of Self-Talk (Interview)</b>	v_s209	Whether you're aware of it or not, self-talk is going on continually. Your self-talk can be a vicious or virtuous cycle and it can sabotage or support your efforts. Join Dr. Rick Brandon, motivational expert, as he discusses the dynamics of self-talk.	12.87	Self-Management (Videos):	

	A	B	C	D	E	F
320	<b>Self-Management (Videos): Working Wounded: Dealing with a Messy Desk</b>	v_s212	Could your desk use a little surgery? Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, provides tips on how you can get from under your "collectables" and deal with a messy desk.	1.92	Self-Management (Videos):	
321	<b>Self-Management (Videos): Working Wounded: Getting More Work Done</b>	v_s213	Trying to get caught up at work is something many of us struggle with on a day-to-day basis. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how you can get more done at work and spend your time productively.	3.05	Self-Management (Videos):	
322	<b>Self-Management (Videos): Working Wounded: Office Politics</b>	v_s214	There are both "good" and "bad" office politics. It is a fact of office life and cannot be avoided. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how to squeeze good office politics into your work diet.	2.72	Self-Management (Videos):	
323	<b>Self-Management (Videos): Working Wounded: Performance Appraisals</b>	v_s215	Even though performance appraisals can be beneficial for your professional growth, they can also be nerve-racking. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how to make sure your performance is fairly evaluated.	3.13	Self-Management (Videos):	
324	<b>Workplace Environment (Videos): Computer Comfort</b>	v_w201	Understanding and applying the basics of ergonomics can put you in control of your comfort when using your computer. During this program you'll learn easy and effective ways to ease discomfort or prevent it from occurring. You'll also learn effective tech	15.58	Workplace Environment (Videos):	
325	<b>Workplace Environment (Videos): Diversity Effectiveness - An Overview</b>	v_w202	Diversity in the workplace goes way beyond race, sexism and gender. It's composed of a changing blend of attributes, behaviors and talents characterized by differences and similarities. During this program, you'll learn the meaning of diversity and what c	15.42	Workplace Environment (Videos):	
326	<b>Workplace Environment (Videos): E-Mail and Internet Privacy at Work</b>	v_w203	The explosion of the Internet and e-mail in the workplace has brought a host of legal, productivity and even moral issues about the appropriate balance between an employer's right to monitor and control employee activity and employee privacy. In this prog	15.1	Workplace Environment (Videos):	
327	<b>Workplace Environment (Videos): Ethical Decision Making</b>	v_w204	Successful employees understand they work in a complex and often ambiguous environment. Knowing how to make decisions that are aligned with legal parameters and specific company policies will enhance your company's reputation as well as your own. This pro	18.15	Workplace Environment (Videos):	
328	<b>Workplace Environment (Videos): Ethics in the Workplace - Choose Wisely!</b>	v_w205	Most unethical business practices are performed by honest people who face great pressure to perform in unethical ways. Watch as ethics expert Paul Wiegand describes some of the ethical issues in today's workplace, suggestions for making ethical decisions	9.52	Workplace Environment (Videos):	

	A	B	C	D	E	F
329	<b>Workplace Environment (Videos): Moving Toward Diversity Effectiveness</b>	v_w206	To be successful in today's work environment, you need to demonstrate a blend of diversity maturity and core diversity skills. During this program, you'll learn strategies for becoming an effective diversity respondent and the steps to assess your own div	19.25	Workplace Environment (Videos):	
330	<b>Workplace Environment (Videos): Preventing Sexual Harassment</b>	v_w207	All employees are entitled to respect in the workplace. This includes the right to be free of sexual harassment on the job. Preventing harassment in the workplace is a responsibility of all employees - no matter what their position within the organization	22.95	Workplace Environment (Videos):	
331	<b>Workplace Environment (Videos): Preventing Sexual Harassment (Presentation Style)</b>	v_w208	All employees are entitled to respect in the workplace, including the right to be free of sexual harassment on the job. Preventing harassment in the workplace is a responsibility of all employees - no matter what position within the organization. During t	16.3	Workplace Environment (Videos):	
332	<b>Workplace Environment (Videos): Preventing Violence in the Workplace</b>	v_w209	Workplace violence is an unfortunate social phenomenon occurring throughout the United States. It is responsible for a growing number of deaths and injuries. Warning signs are all around and all employees need to be proactive in preventing a violent situa	15.05	Workplace Environment (Videos):	
333	<b>Workplace Environment (Videos): Preventing Violence in the Workplace (Presentation Style)</b>	v_w210	Workplace violence is an unfortunate social phenomenon occurring throughout the United States. It is responsible for a growing number of deaths and injuries. Warning signs are all around and all employees need to be proactive in preventing a violent situa	22.95	Workplace Environment (Videos):	
334	<b>Workplace Environment (Videos): Workplace Violence: Ingredients for Disaster</b>	v_w211	Workplace violence is an unfortunate social phenomenon occurring throughout the United States. Warning signs are all around and all employees need to be proactive in preventing a violent situation. Watch as Jim Merrill, coauthor of "When Work Equals Life	3.7	Workplace Environment (Videos):	
335	<b>Workplace Environment (Videos): Working Wounded: Overcoming Your Own Bias</b>	v_w212	Latent biases could ruin your professional image. Watch as Bob Rosner, founder and syndicated columnist of Working Wounded, discusses how to reveal and overcome biases that could hinder your career.	2.4	Workplace Environment (Videos):	